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Title: Contractor Request for Instructional or Revision and Development Procedure			Page 1 of 4

REVISION HISTORY			
Rev	Description of Change	Author	Effective Date
A	Original	JLA	06/10/2003

REFERENCE DOCUMENTS	
Document Number	Document Title
QMS 200	AMA-200 Quality Systems Manual
QF 260.01	Contractor Revision or Development Request
QF 260.02	Contractor Instructor Requirements

PREFACE

This policy and work instructions are intended as a tool for course managers to use when requesting help from Instructional Services Contract Providers. The contractor provides Instructors, SMEs, ISSs and TTs in support of the courses that are that are managed in AMA-200.

0. Introduction


The AMA-200 Internal request process was developed to standardize the contract request procedure. AMA-200's contract process has been developed to achieve a more productive and effective quality management system while meeting contract and ISO requirements.

0.1 Process Objectives

The process is designed for one or more of the following purposes:

1. to determine the contract needs of the organizational program elements with specified requirements;
2. to provide Course Managers with a standardized procedure;
3. to provide Course Manager with a tool to improve their processes;
4. to meet contract/mandatory/statutory/regulatory requirements.
5. to ensure Branch Manager approval prior to fund expenditure.

These program requests may be routine (quarterly) or may be prompted by significant changes in AMA-200's system, process, product or service, or by a need to follow-up on corrective actions and continual improvement of products.

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1. Purpose

The COTR, must compile requirements and prepare the documents for contracting. In order to accomplish this, prior to the beginning of each quarter, course managers are notified to inform the COTR thru the Branch Manager of contractor needs for quarterly funding requirements in accordance with the [AMA-200 QM](#).

2. Scope

To provides guidelines for verifying and validating the system's contract requirements to achieve objectives.

3. Definitions and Acronyms


AFS-500	Flight Standards Training Division
COTR	Contract Officers Technical Representative
ISS	Instructional System Specialists
SME	Subject Matter Expert
TT	Training Technicians.
Product	AMA-200 line of business or process, e.g., Aircraft Certification, Commercial Transportation Operations Branch, Air Transportation Operations Branch, Airworthiness Branch, Contracts and Program Administration Branch, Course Development, Instruction.

4. Flowchart


There is no flowchart required for this document.

5. Responsibilities

- 5.1 The Branch Managers shall ensure all contract requests comply with the requirements of the Quality Manual to meet the customer needs and requirements by:
 1. Determining the purpose and general scope for request.
 2. Determine which standards shall be used for the requirement.
 3. Notify the appropriate PAACE Representative, when applicable.
 4. Ensure that corrective actions are initiated and closed in a timely manner. They will direct the Course Managers to take corrective action on QCARS ([QF-117](#)) to eliminate nonconformities and their causes, and requires follow-up actions to verify effectiveness of corrective actions.

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5. Consolidate all requests and after review, submit them to the COTR.
 6. Coordinate with AFS-500 if required.
- 5.2 COTR shall:
1. Establish and maintain documented procedures for the planning and implementing requests.
 2. Complete the required Procurement Requests.
 3. Provides training and instructions to the members of the organization on request procedures when requested.
 4. Coordinate with the Division Manager and/or Branch Managers to insure training requirements are met.
 5. Distributes the Contract use reports ([QF 220.03](#)) to the Branch and Division Management.
 6. Maintain records documenting the process and results for a period of five (5) years.
 7. Mitigate any perceived or real conflict in the program.
 8. Provide the Leadership Team with Survey information and QCAR status at the Management Review.
- 5.3 The Course Manager **shall**:
1. For classes requiring contract instructor Prep and Contact, complete and submit to the Branch Manager, the Contractor Instructional Request form ([QF 260.02](#)).
 - a. If the course manager does not require contract instructor support for the full length of the class, they should specify what days the contract Instructor is required.
 - b. Instruction is completed in blocks of 8 hours only. Partial days are not to be used unless approved by the branch manager and the COTR.
 2. For courses requiring contract support for Revision, Development Maintenance, and continual improvement or as a result of a QCAR, complete the contractor development/revision request form ([QF 260.01](#)) and submit it to the Branch Manager.
 - a. For Flight Standards courses, course maintenance can be accomplished without AFS-500 approval, however, Revision and/or development must be approved by AFS-500.
 - b. The request form has a space for "Contractor Estimated Hours". If the hours are unknown leave the area blank. The contractor, COTR, Branch Manager, and Course Manager will meet to arrive at a

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consensus on the estimated hours required to accomplish the task. After the requirement is approved, the contractor and the course manager can meet to discuss the specifics of the requirement including scheduling, time frames and deadlines.

6. Detailed Process

- 6.1 Planning: Any changes to those requirements must be made through the COTR. Anytime a course manager is aware of a change in hours, class dates, class cancellations etc. the COTR and the Branch Manager need to be notified in writing. If additional hours are needed or if a transfer of hours is needed from one activity to another (i.e. prep to contact or SME to ISS), email the requirements to the COTR and the appropriate action will be taken to meet the requirement. Written documentation is required to make any changes. Sometimes hours will be moved from one course to another to accommodate changes. These changes are done with consideration to both the course that the hours are taken from and the course they are moved to. Hours that are unassigned or not expected to be worked are moved first. Every effort is made to insure that hours are available when needed. **Any of the changes need to be approved by the Branch Manager before the COTR can make adjustments.**

7. Metrics

There are no metrics required for this document.

8. Quality Records

Quality Records for this document are maintained by the COTR. These records shall be generated and managed in accordance with AMA-200 Quality Records procedures.

Verifying Document Type or Number	Title	Retention Time
QF 260.01	Contractor Revision/Development Request	Five Years
QF 260.02	Contractor Instructional Request	Five Years

All records will be kept by the COTR.